# WEST

☐ | Generate Collection |

DERWENT-ACC-NO: 1989-271837
DERWENT-WEEK: 198938
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TITLE: Processing system for delivery of parcels - uses computer system with i
on carriers and senders to select delivery channel and prepare documentation i
each despatch

INVENTOR: FAJOUR, M; VANPOUCKE, J ; VANPOUCKE, J F

PATENT-ASSIGNEE:

| ASSIGNEE | CODE |
|---|---|
| NEOPOST IND | NEOPN |
| ALCATEL SATMAM | ALCAN |
| SMH ALCATEL SA | SMHAN |

PRIORITY-DATA: 1988FR-0003277 (March 14, 1988)

PATENT-FAMILY:

| PUB-NO | PUB-DATE | LANGUAGE | PAGES | MAIN-IPC |
|---|---|---|---|---|
| EP 333043 A | September 20, 1989 | F | 013 | |
| DE 68918968 E | December 1, 1994 | | 000 | G06F015/21 |
| EP 333043 B1 | October 26, 1994 | F | 014 | G06F015/21 |
| FR 2628550 A | September 15, 1989 | | 000 | |

DESIGNATED-STATES: DE FR GB DE FR GB

CITED-DOCUMENTS:4.Jnl.Ref; GB 2182178 ; JP56111963 ; JP58146957

APPLICATION-DATA:

| PUB-NO | APPL-DATE | APPL-NO | DESCRIPTOR |
|---|---|---|---|
| EP 333043A | March 9, 1989 | 1989EP-0104224 | |
| DE68918968E | March 9, 1989 | 1989DE-0618968 | |
| DE68918968E | March 9, 1989 | 1989EP-0104224 | |
| DE68918968E | | EP 333043 | Based on |
| EP 333043B1 | March 9, 1989 | 1989EP-0104224 | |

INT-CL (IPC): G06F 15/21; G07B 17/00

ABSTRACTED-PUB-NO: EP 333043A
BASIC-ABSTRACT:

The parcel despatch system comprises a set of storages (2) for files contain:
firstly identification of hauliers, of the services provided by each haulier.
documents which must accompany each parcel; and secondly of senders, and the
particulars of each sender. The system can accept particulars relative to ea
despatch and check acceptance by each sender of a particular haulier's servi

The system executes a program (3) associated with the files to process the d
control the storage of the particulars of each despatch. It is provided with
of preparation and editing (10-13) of documents to generate the documents wh:
accompany each despatch.

USE/ADVANTAGE - Provides fast, accurate, and reliable computer-controlled selection and documentation for despatch and transport of parcels.
ABSTRACTED-PUB-NO:

EP 333043B
EQUIVALENT-ABSTRACTS:

A computerized parcel shipping system for routing shipments received from different senders to respective recipients via different carriers on the basis of data defining a recipient for each shipment, together with a carrier and a specific one of that carrier`s services which is to be used, the system comprising: first memories constituting, firstly a carrier file (21) containing characteristics specific to carriers usable by the system and relating to individual identification of the carriers themselves and to identification of the various services offered by each of them, together with the types of document required for accompanying each shipment for each service, and secondly a sender file (22) containing characteristics specific to the senders using the system and relating to individual identification of the senders themselves, and to identification fo the carriers that each of the senders may use and the services of said carriers to which they have access; a second memory constituting a shipment file (20); input means (6) for inputting data relating to each shipment, print means (10-13) for outputting documents, and a programmed control unit (3) coupled to said files, to said input means, and to said print means, and including shipment preprocessing means (35-42) for inputting data, shipment processing means (45-46) attributing an individual reference to each shipment which, together with the data as input and verified defines the characteristics of the correspondin g shipment, referred to as a ''processed'' shipment, and storing the characteristics of each processed shipment in a shipment record in the shipment file, and document printing control means (48, 51, 58) for generating the documents identified in the carrier file on the basis of the shipment record int he shipment file corresponding to each shipment, characterised in that the shipment preprocessing means include software means (35-42) for comparing inputted data with data held in the first memories (21) and with data held in the second memory (20), and for displaying any error detected by this comparison.


CHOSEN-DRAWING: Dwg.1/4  Dwg.1,2/4

TITLE-TERMS: PROCESS SYSTEM DELIVER PARCEL COMPUTER SYSTEM FLY CARRY SEND SELECT DELIVER CHANNEL PREPARATION DOCUMENT DESPATCH

DERWENT-CLASS: T01

EPI-CODES: T01-J05A;

SECONDARY-ACC-NO:
Non-CPI Secondary Accession Numbers: N1989-207650

# WEST

# Freeform Search

**Database:**
US Patents Full-Text Database
US Pre-Grant Publication Full-Text Database
JPO Abstracts Database
EPO Abstracts Database
Derwent World Patents Index
IBM Technical Disclosure Bulletins

**Term:** L2 and priority same rout$3

**Display:** 50 **Documents in Display Format:** — **Starting with Number** 1

**Generate:** ○ Hit List ⦿ Hit Count ○ Side by Side ○ Image

| Search | Clear | Help | Logout | Interrupt |

| Main Menu | Show S Numbers | Edit S Numbers | Preferences | Cases |

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## Search History

**DATE: Monday, August 19, 2002** Printable Copy Create Case

| Set Name side by side | Query | Hit Count | Set Name result set |
|---|---|---|---|
| *DB=USPT,PGPB,JPAB,EPAB,DWPI,TDBD; PLUR=YES; OP=ADJ* | | | |
| L4 | L2 and priority same rout$3 | 74 | L4  _considered_ |
| L3 | L2 and priority | 195 | L3 |
| L2 | L1 and charg$3 | 395 | L2 |
| L1 | ship$5 and rout$3 near5 (id or ident$8) | 977 | L1 |

END OF SEARCH HISTORY

●

# WEST

# Freeform Search

**Database:**

| US Patents Full-Text Database |
|---|
| US Pre-Grant Publication Full-Text Database |
| JPO Abstracts Database |
| EPO Abstracts Database |
| Derwent World Patents Index |
| IBM Technical Disclosure Bulletins |

**Term:**

```
L4 and priority
```

**Display:** `50` **Documents in Display Format:** `TI` **Starting with Number** `1`

**Generate:** ○ Hit List ● Hit Count ○ Side by Side ○ Image

| Search | Clear | Help | Logout | Interrupt |
|---|---|---|---|---|

| Main Menu | Show S Numbers | Edit S Numbers | Preferences | Cases |
|---|---|---|---|---|

## Search History

**DATE:  Monday, August 19, 2002**     Printable Copy     Create Case

| Set Name side by side | Query | Hit Count | Set Name result set |
|---|---|---|---|
| | *DB=USPT; PLUR=YES; OP=ADJ* | | |
| L5 | L4 and priority | 15 | L5 |
| L4 | L3 and rout$3 | 73 | L4 |
| L3 | L1 and ship$7 | 148 | L3 |
| L2 | L1 and ship$5 | 148 | L2 |
| L1 | (235/375 OR 235/478.01).CCLS. | 1303 | L1 |

*Considered Scanned* (handwritten)

END OF SEARCH HISTORY

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**Welcome to DialogClassic Web(tm)**
Dialog level 02.08.05D
Last logoff:  31jul02 13:40:01
Logon file405 19aug02 10:17:56
**\*\*\* ANNOUNCEMENT \*\*\***
\*\*\*
--File 990 - NewsRoom now contains May 2002 to present records.
File 993 - NewsRoom archive contains 2002 records from January 2002-
April 2002. To search all 2002 records, BEGIN 990,993.
\*\*\*
--Alerts has been enhanced to allow a single Alert profile to be
stored and run against multiple files. Duplicate removal is available
across files and for up to 12 months. The Alert may be run according
to the file's update frequency or according to a custom
calendar-based schedule. There are no additional prices for these
enhanced features. See HELP ALERT for more information.
\*\*\*
--U.S. Patents Fulltext (File 654) has been redesigned with
new search and display features.  See HELP NEWS 654 for
information.
\*\*\*
--Dialog NewsRoom is now available. BEGIN NEWSROOM
to use the files in a OneSearch. See NEW FILES RELEASED
(below) for individual file numbers.
\*\*\*
--Connect Time joins DialUnits as pricing options on Dialog.  See HELP
information.
\*\*\*
--CLAIMS/US Patents (Files 340,341, 942) have been enhanced
with both application and grant publication level in a
single record.  See HELP NEWS 340 for information.
\*\*\*
--SourceOne patents are now delivered to your
email inbox as PDF replacing TIFF delivery.
See HELP SOURCE1 for more information.
\*\*\*
--Important news for public and academic
libraries.  See HELP LIBRARY for more information.
\*\*\*
--Important Notice to Freelance Authors--
See HELP FREELANCE for more information
\*\*\*
For information about the access to file 43 please see Help News43.
\*\*\*
NEW FILES RELEASED
\*\*\*Dialog NewsRoom - Current 3-4 months (File 990)
\*\*\*Dialog NewsRoom - 2002 Archive (File 993)
\*\*\*Dialog NewsRoom - 2001 Archive (File 994)
\*\*\*Dialog NewsRoom - 2000 Archive (File 995)
\*\*\*TRADEMARKSCAN-Finland (File 679)
\*\*\*TRADEMARKSCAN-Norway   (File 678)
\*\*\*TRADEMARKSCAN-Sweden   (File 675)
\*\*\*

T S2/FULL/ALL

**2/9/1      (Item 1 from file: 2)**
DIALOG(R)File   2:INSPEC

4539518    INSPEC Abstract Number: C9401-1290D-052
 **Title: Freight rates for small shipments**
  Author(s): Arcelus, F.J.; Rowcroft, J.E.
  Author Affiliation: New Brunswick Univ., Fredericton, NB, Canada
  Journal: International Journal of Production Economics    vol.30-31
571-7
  Publication Date: July 1993  Country of Publication: Netherlands
  CODEN: IJPEE6  ISSN: 0925-5273
  U.S. Copyright Clearance Center Code: 0925-5273/93/$06.00
  Conference Title: Seventh International Working Seminar on Produc
Economics
  Conference Date: 17-21 Feb. 1992  Conference Location: Innsbr
Austria
  Language: English    Document Type: Conference Paper (PA); Journal P
(JP)
  Treatment: Economic aspects (E); Theoretical (T)
  Abstract: Implementation of just-in-time production planning policies
resulted  in the expected lower level of inventories for many firms. Of
it  has  also  resulted  in  higher  per  unit  freight  charges due to
inability  to  qualify  any  longer  for the cheaper rates, which accom
higher  volume  shipments.  This  in  turn  has  led  to  an  update of
procurement  practices  on  the  part of many firms and a new look at s
volume  freight  rates,  such as less-than-truckload (LTL) and small pa
rates  (SPR).  This  paper  seeks  to study the determinants which help
these  small  volume  trucking  rates, with a view to how they may reac
changes  in  customers' inventory policies. The analysis is performed u
the  CANPAR  (Canada  Parcel)  tariff for September 1990 for packages fro
to  500  lb.  each. This tariff is divided into eleven schedules or 'zo
and  each  route is assigned to a zone based on the postal codes of its
points.  Among  the factors hypothesized to influence the rates are wei
distance,  number  of  shipments  on  the  return  route and the effect
Canada's unique geographical composition.  (6 Refs)
  Subfile: C
  Descriptors: costing; goods distribution
  Identifiers: JIT; less-than-truckload rates; carriers; CANPAR tariff;
small shipments; just-in-time production planning policies; procurement
practices; small volume freight rates; small parcel rates; Canada Parce
11 to 500 lb
  Class Codes: C1290D (Economics and business); C1290F (Industry); C129
Transportation)
  Numerical Indexing: mass 5.0E+00 to 2.3E+02 kg


**2/9/2      (Item 2 from file: 2)**
DIALOG(R)File   2:INSPEC

```
    File    2:INSPEC  1969-2002/Aug W3
            (c) 2002 Institution of Electrical Engineers
```
**\*File    2: Alert feature enhanced for multiple files, duplicates**
removal, customized scheduling. See HELP ALERT.
```
    File    6:NTIS  1964-2002/Aug W4
            (c) 2002 NTIS, Intl Cpyrght All Rights Res
```
**\*File    6: Alert feature enhanced for multiple files, duplicates**
removal, customized scheduling. See HELP ALERT.
```
    File    8:Ei Compendex(R)  1970-2002/Aug W3
            (c) 2002 Engineering Info. Inc.
```
**\*File    8: Alert feature enhanced for multiple files, duplicates**
removal, customized scheduling. See HELP ALERT.
```
    File   25:Weldasearch  1966-2002/Feb
            (c) 2002 TWI Ltd
```
**\*File   25: Further updates will be added as they become available.**
For more information please see Help News25.
```
    File   34:SciSearch(R) Cited Ref Sci  1990-2002/Aug W3
            (c) 2002 Inst for Sci Info
```
**\*File   34: Alert feature enhanced for multiple files, duplicates**
removal, customized scheduling. See HELP ALERT.
```
    File   65:Inside Conferences  1993-2002/Aug W2
            (c) 2002 BLDSC all rts. reserv.
    File   92:IHS Intl.Stds.& Specs.  1999/Nov
            (c) 1999 Information Handling Services
```
**\*File 92: This file is closed (no updates)**
```
    File   94:JICST-EPlus  1985-2002/Jun W4
            (c)2002 Japan Science and Tech Corp(JST)
```
**\*File   94: There is no data missing. UDs have been adjusted to reflect**
 the current months data. See Help News94 for details.
```
    File   95:TEME-Technology & Management  1989-2002/Aug W2
            (c) 2002 FIZ TECHNIK
    File   99:Wilson Appl. Sci & Tech Abs  1983-2002/Jul
            (c) 2002 The HW Wilson Co.
    File  103:Energy SciTec  1974-2002/Jul B1
            (c) 2002 Contains copyrighted material
```
**\*File 103: For access restrictions see Help Restrict.**
```
    File  108:Aerospace Database  1962-2002/Jul
            (c) 2002 Cambridge Sci Abs
    File  144:Pascal  1973-2002/Aug W3
            (c) 2002 INIST/CNRS
    File  239:Mathsci  1940-2002/Sep
            (c) 2002 American Mathematical Society
    File  241:Elec. Power DB  1972-1999Jan
            (c) 1999 Electric Power Research Inst.Inc
```
**\*File 241: This file is closed (no updates)**
```
    File  434:SciSearch(R) Cited Ref Sci  1974-1989/Dec
            (c) 1998 Inst for Sci Info
    File  647:CMP  Computer Fulltext  1988-2002/Aug W3
            (c) 2002 CMP Media, LLC


        Set   Items  Description
        ---   -----  -----------
?
```

```
S PARCEL (S) SHIP?
            6460   PARCEL
          311552   SHIP?
       S1      333   PARCEL (S) SHIP?
?
S S1 (S) ROUT?
           333   S1
        862694   ROUT?
       S2       11   S1 (S) ROUT?
?
S S2 AND CHAR?
Processing
Processed  10 of  17 files ...
>>>File 144 processing for CHAR? stopped at CHARNEUE
Completed processing all files
             11   S2
        7770432   CHAR?
       S3        5   S2 AND CHAR?
?
COST
        19aug02 10:34:55 User268094 Session D15.2
             $1.44    0.221 DialUnits File2
     $1.44   Estimated cost File2
             $0.57    0.096 DialUnits File6
     $0.57   Estimated cost File6
             $1.32    0.189 DialUnits File8
     $1.32   Estimated cost File8
             $0.09    0.026 DialUnits File25
     $0.09   Estimated cost File25
             $2.75    0.161 DialUnits File34
     $2.75   Estimated cost File34
             $0.12    0.032 DialUnits File65
     $0.12   Estimated cost File65
             $0.06    0.018 DialUnits File92
     $0.06   Estimated cost File92
             $0.42    0.120 DialUnits File94
     $0.42   Estimated cost File94
             $0.29    0.042 DialUnits File95
     $0.29   Estimated cost File95
             $0.10    0.041 DialUnits File99
     $0.10   Estimated cost File99
             $1.07    0.211 DialUnits File103
     $1.07   Estimated cost File103
             $0.25    0.055 DialUnits File108
     $0.25   Estimated cost File108
             $0.64    0.182 DialUnits File144
     $0.64   Estimated cost File144
             $0.21    0.053 DialUnits File239
     $0.21   Estimated cost File239
             $0.05    0.012 DialUnits File241
     $0.05   Estimated cost File241
             $0.83    0.049 DialUnits File434
     $0.83   Estimated cost File434
```

Considered.

```
       $0.21     0.041 DialUnits File647
  $0.21   Estimated cost File647
          OneSearch, 17 files,  1.548 DialUnits FileOS
  $2.81   INTERNET
 $13.23   Estimated cost this search
 $14.31   Estimated total session cost   1.777 DialUnits
?
```

**Return to logon page!**

```
T S2/TI/ALL
```

**2/TI/1      (Item 1 from file: 2)**
DIALOG(R)File   2:(c) 2002 Institution of Electrical Engineers. All rts
reserv.

**Title: Freight rates for small shipments**


**2/TI/2      (Item 2 from file: 2)**
DIALOG(R)File   2:(c) 2002 Institution of Electrical Engineers. All rts
reserv.

**Title: From zip to zone (code conversion subroutine)**


**2/TI/3      (Item 1 from file: 6)**
DIALOG(R)File   6:(c) 2002 NTIS, Intl Cpyrght All Rights Res. All rts.
reserv.

**Composite  Variable  Formulations  for  Express  Shipment Service Netwo
Design**


**2/TI/4      (Item 2 from file: 6)**
DIALOG(R)File   6:(c) 2002 NTIS, Intl Cpyrght All Rights Res. All rts.
reserv.

**Routine and Express Small Parcel Shipment Analysis**          *consider'd*
   (Final rept)


**2/TI/5      (Item 3 from file: 6)**
DIALOG(R)File   6:(c) 2002 NTIS, Intl Cpyrght All Rights Res. All rts.
reserv.

**Analysis of NAVADS Small Parcel Shipping Policy**
   (Master's thesis)


**2/TI/6      (Item 4 from file: 6)**
DIALOG(R)File   6:(c) 2002 NTIS, Intl Cpyrght All Rights Res. All rts.
reserv.

**Mountain Valley Library System Delivery Study, 1977**


**2/TI/7      (Item 1 from file: 8)**
DIALOG(R)File   8:(c) 2002 Engineering Info. Inc. All rts. reserv.

**Title: Freight rates for small shipments**

**2/TI/8        (Item 2 from file: 8)**
DIALOG(R)File    8:(c) 2002 Engineering Info. Inc. All rts. reserv.

**Title: PARCEL CHEMICAL CARRIERS: CHARACTERISTICS AND OPERATION.**


**2/TI/9        (Item 1 from file: 34)**
DIALOG(R)File   34:(c) 2002 Inst for Sci Info. All rts. reserv.

**Title: FREIGHT RATES FOR SMALL SHIPMENTS**


**2/TI/10       (Item 1 from file: 94)**
DIALOG(R)File   94:(c)2002 Japan Science and Tech Corp(JST). All rts.
reserv.

**The background and current state of the promotion of intermodal
   transportation. Centering on international distribution.**


**2/TI/11       (Item 1 from file: 647)**
DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

**UPS ADMITS LOSING BUSINESS TO RIVALS AS LABOR TALKS STALL** (Radar 7.15.0


**2/TI/12       (Item 2 from file: 647)**
DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

**Logistics Managers Face Triple Threat - Two strike  possibilities, airl
   security raise danger of disruptions**


**2/TI/13       (Item 3 from file: 647)**
DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

**Customs Calls For Tighter U.S. Borders - Government Pushing  For Better
   Data On In-Transit Goods**


**2/TI/14        (Item 4 from file: 647)**
DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

**Industry Braces For Logistics Slowdown - Supply Chain  Pundits Expect C
   Of Global Shipments To Rise**


**2/TI/15       (Item 5 from file: 647)**
DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

**When Efficiency Counts - Staying lean's the goal in an  economic slump-**

al-time logistics can help


**2/TI/16        (Item 6 from file: 647)**
DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

**Network Power, Web Keep Industry Moving - Speedy delivery  of status
    reports depends on strong networks and complex Web tie-ins**


**2/TI/17        (Item 7 from file: 647)**
DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

**101 Best Business Sites - Don't surf in the dark. This  guide to the be
    business sites helps keep you on the path to  profitability.**


**2/TI/18        (Item 8 from file: 647)**
DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

**Internet Opens Markets Abroad - Global Companies Still Need  To Overcom
    Cultural Obstacles**


**2/TI/19        (Item 9 from file: 647)**
DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

**Moving To A FedEx-tranet**


**2/TI/20        (Item 10 from file: 647)**
DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

**Lotus apps teamed with UPS - Shipping, tracking in Domino  Merchant,
    Net.Commerce**


**2/TI/21        (Item 11 from file: 647)**
DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

**Technology Spending - The Billion Dollar Club  - Companies  with big IT
    budgets have no problem getting vendors to  listen**


**2/TI/22        (Item 12 from file: 647)**
DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

**Information Is Part Of The Package - Package delivery   companies are u
    innovative technologies to provide more  information to  customers.**


**2/TI/23        (Item 13 from file: 647)**

**Shipment tracking - Data Is Part Of The Package - UPS and  rivals offer
  services to help clients track their shipments**


 2/TI/24  (Item 14 from file: 647)

**Viteq Expands Benchmark Uninterruptible Power-Supply Line -  Products
  Enable Interfacing With Computers That Have RS-232 Ports**


 2/TI/25  (Item 15 from file: 647)

**The Latest Way To Get ICs-Guns**


 2/TI/26  (Item 16 from file: 647)

**Expanded credit line fuels PCDistributing growth**


 2/TI/27  (Item 17 from file: 647)

**USAir**


 2/TI/28  (Item 18 from file: 647)

**Ellett: Listening To The Customer Is Key**
?

T S2/K/ALL
>>>KWIC option is not available in file(s): 241

**2/K/1      (Item 1 from file: 2)**
DIALOG(R)File   2:(c) 2002 Institution of Electrical Engineers. All rts
reserv.

   ...Abstract:  to  the  inability  to  qualify  any longer for the che
rates,  which  accompany higher volume  shipments . This in turn has le
an update of the procurement practices on the part...

... new  look  at  small  volume freight rates, such as less-than-truck
(LTL)  and  small  parcel  rates  (SPR).  This  paper  seeks  to study
determinants which help set these small volume...

... react  to  changes  in  customers'  inventory policies. The analysi
performed  using the CANPAR (Canada  Parcel ) tariff for September 1990
packages  from  11  to  500  lb.  each.  This tariff is divided into el
schedules  or  'zones'  and each  route  is assigned to a zone based on
postal codes of its end points. Among the factors hypothesized to influ
the  rates are weight, distance, number of  shipments  on the return  r
 and the effects of Canada's unique geographical composition.

**2/K/2      (Item 2 from file: 2)**
DIALOG(R)File   2:(c) 2002 Institution of Electrical Engineers. All rts
reserv.

   Abstract:  The  subprogram  is  a  very  simple  test  routine  that
convert  the zip code entered on work-order,  shipper  and invoice form
the UPS or  parcel  post  shipping  zone number.

**2/K/3      (Item 1 from file: 6)**
DIALOG(R)File   6:(c) 2002 NTIS, Intl Cpyrght All Rights Res. All rts.
reserv.

   ... scale  network design problems, specifically the problem of desig
the  air  network  of  an  express  shipment  (i. e., overnight) deli
operation.  We  focus  on simultaneously determining the  route  struct
the  assignment  of  fleet  types  to  routes , and the flow of package
aircraft. Traditional formulations for network design involve modeling
...

... solution strategies strengthen the bounds by adding cuts, but the s
size  of  the  express  shipment  problem  results  in  models  that
intractable. To overcome this shortcoming, we introduce a new...

... 2)  combines  the  design  variables  into  composite  variables, w
represent  the  selection  of  multiple  aircraft  routes  that cover
demands  for  some  subset of commodities. The resulting composite vari
formulation provides...

...good solutions to be found quickly. We apply this type of formulatio
the express shipment operations of the United Parcel Service (U
Compared with existing plans, the model produces a solution that red
the number...
   Descriptors: Delivery; *Networks; * Routing ; *Air transportat
Aircraft; Decision making; Strategy; Model theory; Linear programm
Theses; Commercial aviation; Variables; Costs...


**2/K/4      (Item 2 from file: 6)**
DIALOG(R)File   6:(c) 2002 NTIS, Intl Cpyrght All Rights Res. All rts.
reserv.


**Routine and Express Small Parcel Shipment Analysis**
   This study explored the impact/feasibility of decentralizing rou
and expedite non-MlLSTRIP small parcel shipment process from TM
the unit level. Surveys were distributed to 63 bases. Responses were...

... reduction in a specific TMF and/or improved customer service levels
specific units that ship large volumes of non-MILSTRIP small parc
TMFs should look at each case separately and...
   Descriptors: Financial management; *Shipping; Requirements; Ships; Im
; Reduction; Feasibility studies; Workload; Savings; Fina
Decentralization; Manhours; Executive routines
   Identifiers: Express; Parcel shipment ; Lpn-aflma-lt9408010; NTISD


**2/K/5      (Item 3 from file: 6)**
DIALOG(R)File   6:(c) 2002 NTIS, Intl Cpyrght All Rights Res. All rts.
reserv.

**Analysis of NAVADS Small Parcel Shipping Policy**
   ... support activities and the operating forces. To fulfill
responsibility, NSC San Diego employs various shipping methodologie
get the required materials to customers, and it attempts to do this at
lowest possible cost. This thesis focuses on the small parcel ship
 policy that governs the determination of the mode of shipment .
 shipping factors analyzed are the small parcel package rou
 policy, the interface of NAVADS and NISTARS in mode-of ship
determination, and the cost savings that have occurred by manu
overriding the NAVADS recommendations.
   Descriptors: Shipping; *Spare parts; *Naval logistics; Costs; Interfa
Logistics; Materials; Navy; Parts; Policies; Routing ; Savings; Theses


**2/K/6      (Item 4 from file: 6)**
DIALOG(R)File   6:(c) 2002 NTIS, Intl Cpyrght All Rights Res. All rts.
reserv.


   ... in the system during a two-month sample period and projects a ye
volume by shipping library and by material category. Costs are proje
for continuing the service during FY 1978...

... van system. These costs are compared to projections for use of o
carriers including United Parcel Service. Conclusions show that, for
desired speed of delivery arrival, packaging time costs, and integrit
the shipment method, the use of dedicated delivery vans is the most
efficient delivery. Schedules, routes , mileage charts, and sample f
and instructions used during the study are appended.


**2/K/7      (Item 1 from file: 8)**
DIALOG(R)File   8:(c) 2002 Engineering Info. Inc. All rts. reserv.

   ...Abstract: to the inability to qualify any longer for the cheaper
rates, which accompany higher volume  shipments . This in turn has led
an update of the procurement practices on the part...

...new look at small volume freight rates, such as less-than-truckload
(LTL) and small  parcel  rates (SPR). This paper seeks to study the
determinants which help set these small volume...

...react to changes in customers' inventory policies. The analysis is
performed using the CANPAR (Canada  Parcel ) tariff for September 1990
packages from 11 to 500 lb. each. This tariff is divided into eleven
schedules or ?zones' and each  route  is assigned to a zone based on th
postal codes of its end points. Among the factors hypothesized to influ
the rates are weight, distance, number of  shipments  on the return  ro
and the effects of Canada's unique geographical composition. (Author
abstract) 6 Refs.


**2/K/8      (Item 2 from file: 8)**
DIALOG(R)File   8:(c) 2002 Engineering Info. Inc. All rts. reserv.

   Abstract: Parcel  chemical carriers are a type of tank  ship
purpose-built to carry a variety of bulk liquids requiring specialized
cargo handling and cargo containments. The  ships  are designed and bui
to provide exceptional flexibility of cargo tank use and cargo stowage.

...of liquid cargo characteristics. The paper describes the salient and
more unique characteristics of this  ship  type. The manner in which ca
tank configuration design is dependent upon trade  routes , regulatory
requirements for dangerous cargo, and other special requirements are
described.


**2/K/9      (Item 1 from file: 34)**
DIALOG(R)File  34:(c) 2002 Inst for Sci Info. All rts. reserv.

...Abstract: to the inability to qualify any longer for the cheaper rat
   which accompany higher volume  shipments . This in turn has led to
   update of the procurement practices on the part...

...new look at small volume freight rates, such as less-than-truckload
   (LTL) and small  parcel  rates (SPR).

This paper seeks to study the determinants which help set these small volume...

...react to changes in customers' inventory policies. The analysis is performed using the CANPAR (Canada Parcel ) tariff for September 1 for packages from 11 to 500 lb. each. This tariff is divided into eleven schedules or 'zones' and each route is assigned to a zone based on the postal codes of its end points. Among the factors hypothesized to influence the rates are weight, distance, number of shipments on the return route and the effects of Canada's unique geographical composition.

**2/K/10        (Item 1 from file: 94)**
DIALOG(R)File  94:(c)2002 Japan Science and Tech Corp(JST). All rts. reserv.

...ABSTRACT: only after the 1960s that the promotion of intermodal transportation (a complex of direct transport routes ), regardless whether the operation was domestic or international started in Japa variety of...

...appear even before the international Sea/Air service made its debut. the other hand, shipping rearrangements on the North American ro have become active as measures to overcome the current shipping recession, while the U.S. airline operator's door-to-door parcel delivery service has already begun in Japan. With these activities, Japan is about to enter...

**2/K/11        (Item 1 from file: 647)**
DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

TEXT:
     United Parcel Service Inc., Atlanta, last week admitted that its customers are routing business to its competitors on concerns that unresolved labor issues at the carrier could affect their operations. June shipping volume fell 4% from June 2001, compared with declines 2% in April and May...

**2/K/12        (Item 2 from file: 647)**
DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

...      ports last year, and West Coast docks are major points of entr for goods en route from Asia, such as consumer electronics, durable products, and automobiles.
          "When strikes occur at these...

...issue on logistics managers' radar screen is the contract talks bet the country's largest shipper , United Parcel Service Inc., Atlanta and the International Brotherhood of Teamsters. A contract covering ab

230,000...

**2/K/13      (Item 3 from file: 647)**
DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

...      and loading docks. Greater emphasis  will be placed on how good
are transported, what shipping  routes  are  used, and what means compa
use to move products.
      "We must reaffirm the importance...

...against the smuggling of weapons of mass destruction. Even  basic
functions like sharing information about  shipments  could become  a
challenge, said a spokesman for logistics provider United  Parcel   Ser
of America Inc., Atlanta.
      Even without an official customs clampdown, UPS has encountered
problems...

**2/K/14      (Item 4 from file: 647)**
DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

TEXT:
...      terrorist strike could interfere with the  high-tech sector's
ability to resume a normal  routine .
...      to check more goods, but at the  same time, a number of them ha
been  routed  to other areas. They're  being asked to do more with less
people," said Banc...

...of Avnet Electronic  Marketing Americas at Avnet Inc., Phoenix, is
concerned that cost  increases for  shipping  cargo on commercial airli
could eventually  lead to the demise of smaller  parcel  carriers.
      "Smaller carriers are competitive with service and price," he sa
"This is an unmitigated...

**2/K/15      (Item 5 from file: 647)**
DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

...      TradeSphere Event Manager to provide  information and give
notification of problems on in-transit global  shipments  as they move
among exporters, freight forwarders, carriers,  and government agencies
UPS e-Logistics, a subsidiary of package- delivery company United  Parc
Service Inc., two weeks ago expanded  its hosted logistics service to 1
businesses compare stock...with 85 terminals serving the Southwest and
Coast,  signed on to use the strategic  route - and network-planning
technology  offered as an online service by Logistics.com. Logistics.co
...

...in other ways. It gets hourly  updates of diesel prices along the mo
fuel-efficient  routes  and  sends drivers real-time data on the
least-expensive spots to get fuel.  Welding...

**2/K/16        (Item 6 from file: 647)**
DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

...      recently finished linking its high-speed  core asynchronous
transfer mode network with about 3,200  routers  that  carry IP data to
1,100 locations around the world. The result? FedEx  has...

...can use the Internet to locate  the truck carrying their goods while
it's en  route , or locate an item  on a truck or in a warehouse.
      Many transportation companies are...

...own shipments.
      Included are rating programs that give customers the exact price
a planned  shipment , says Bob Obee, Roadway's chief technology  office
Most sites today give an estimated or...

...its icon to  sites that sell products delivered in packages larger t
those that  United  Parcel  Service of America Inc. or FedEx carry, but
smaller than  a full truckload. "People are...IT development among
transportation  companies is their asset-management systems-the technol
that  schedules and  routes  pilots, planes, and passengers, or drivers
trucks, and boxes. This year, FedEx developed what it...

...the-minute information about each  piece of the shipment, couriers t
can determine how to  route  the  package so all three arrive at the fi
destination simultaneously.
      Because of FedEx's...

**2/K/17        (Item 7 from file: 647)**
DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

...      also  track down e-mail and postal addresses for long-lost
colleagues and  map a  route  to their door. Search tools help you scou
the Web and  steer you to scads...a one-stop shop for  just about anyth
mail-related. You can buy stamps and  shipping  supplies, check rates,
even track Priority Mail and  Parcel  Post  packages. Also available: z
code lookup, downloadable forms and a  mailbag of similar goodies.
      85. United  Parcel  Service (www.ups.com) Let your mouse do the
heavy  lifting at the UPS site. Schedule pickups, calculate  shipping
charges , track deliveries, order supplies, locate a nearby drop-off po
and  more. While you're in the neighborhood, you can download  shipping
software and get information on claims and guarantees.
      Storage/Backup
      86. @Backup (www.atbackup.com...

...shows the  plane's speed, altitude and compass heading. If you're th
one en   route , TheTrip.com can automatically notify up to three peopl
e- mail about your flight...

**2/K/18        (Item 8 from file: 647)**

...          revenue accounts for 20% of sales. President Paresh Shah  cites
additional benefit of eliminating  routine  information  fulfillment fo
tire-kickers, which is slow and expensive for  international prospects.
          Virtual Vineyards...international distribution networks.
          Air express carriers such as DHL Worldwide Express, Federal Expr
, and United  Parcel  Service offer door-to-door services that leverage
their own substantial Internet investments with faster customs  clearan
and E-mail  shipment  notification.
          DHL, the $5 billion privately held air express carrier, has crea
private Web sites...


**2/K/19       (Item 9 from file: 647)**

...          of the shipping  process more accessible to the people who  are
actually shipping  packages.''
          United  Parcel  Service, which  ships  roughly 12 million package
daily compared  with FedEx's 3 million, has matched most of...

...application  won't impact his company's prodigious  mail-order
operations, where shipping requests are  routed  through  the  corporate
mailroom. Yet Eike sees the application as a way to link retail...


**2/K/20       (Item 10 from file: 647)**

     Lotus Development Corp. and IBM Corp. will integrate the  shipping
and tracking capabilities of United  Parcel  Service into its next  ver
of Domino Merchant and Net.Commerce.
          Lotus is building customized...

...so a  merchant can quickly set up a catalog business, process the
transactions online and  route  to UPS so its reps can come deliver
product," said Keith McCall, director of Lotus...


**2/K/21       (Item 11 from file: 647)**

...          T,   Hewlett-Packard, and IBM. Also in the group are automakers
General  Motors  and Ford,  shipper  United  Parcel  Service, and insur
and  financial services firm  Prudential Insurance Co. of America.
          Big Market Slice...activate  services.
          On the consumer side, AT&T has developed "intelligent call
processing" software, which  routes  customers to the right agent,
depending on  customer preferences. "If the customer prefers to speak
Spanish,  he'll automatically be  routed  to a center where he'll be
greeted in Spanish," says Alan Jones, a VP...its  80 million customers
"This will be a strategic differentiator for  us," he says.  "We  routi

process billions of call detail records."
        --
        Chase's New Image
        Chase Manhattan's merger with...

...driver," says CIO Lance Boxer. "When we  create new local  services,
directory assistance, advanced call-  routing , Net browsers, 800
services-all those ideas incorporate  information systems."
        A healthy chunk of MCI...


**2/K/22      (Item 12 from file: 647)**
DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

TEXT:
        Not long ago, Frank Erbrick, CIO at United  Parcel  Service, walke
into his  boss' office and suggested changing the company's name to
United...

...Service. He was only half-joking. More than ever,  UPS is  moving be
the package  shipping  business and into the  information business.  At
heart of this transformation is  information technology.
...      provide more than just tracking  information. The system will m
account information, claim information, rates,  routing  data,and  oth
information available to customers.
        "In the past, they would have to make...


**2/K/23      (Item 13 from file: 647)**
DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

        That's why United Stationers has put in place an automated  shippi
tool, UPS OnLine-from United  Parcel  Service-to help calm dealers'
nerves. UPS OnLine allows customers like United Stationers to ask for
pickups and track their  shipments . It also helps UPS clients customiz
record-keeping and reports, print bar-coded address labels...

...peer  communications protocol using IBM AS/400 front ends. A
custom-built  customer-message server  routes  the data to the appropri
database.
        Eventually, UPS OnLine will be available for three types...


**2/K/24      (Item 14 from file: 647)**
DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

...      UPS that utility power has been interrupted, it can be  program
to initiate automatic shutdown  routines  utilizing user- defined
parameters.
        Coordinated Operation
        Network users can be notified of the time remaining...

...from $1,945 to $3,345, including the interface cable.

Units are packaged for economical  shipment  by United  Parcel
Service  at rates considerably lower than those of standard carriers.
Delivery  is usually from stock...


**2/K/25       (Item 15 from file: 647)**
DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

...      Jose company for $500,000 worth of components that have not bee
recovered.
      On the  Route  128 belt highway in Massachusetts, the Middlesex
County District Attorney's office has prosecuted six...

...Just last week, the Irvine police arrested two men who had dressed
as United  Parcel  Service delivery men and were going from one high- t
company to the next picking up boxes of memory chips and other  compone
that were on loading docks for  shipment , Bowman said. The  two obviou
had some experience in the high-tech business, as they...


**2/K/26       (Item 16 from file: 647)**
DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

...      internal operations fortification, the distributor has  launche
new online tracking service for all United  Parcel  Service  shipments
sent out to PCDistributing resellers.
      The UPS tracking system, which is available at no charge...

...into the UPS  computer system, she said. The service is important, s
noted,  because customers  routinely  request tracking performed on
shipments.
      With the new service, PCDistributing customer service
representatives are able...


**2/K/27       (Item 17 from file: 647)**
DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

...      billion enterprise that designs two-way radio systems and  mobi
data systems-uses dozens of  routers  from Cisco Systems to  internetwo
nearly 400 sites worldwide.
      At the core of its network architecture are four  routers , linke
through a high-speed fiber distributed data interface (FDDI) ring,  tha
act as a large "virtual"  router . This central  router  controls  traf
to the entire internetwork.
      In addition, Motorola is building an X.400-based...

...systems worldwide.  UPS
      Since its humble beginnings as a bicycle-delivery service in 1907
United  Parcel  Service Inc. has become the world's largest  shipper .
as Federal Express and other competitors gained market share in the
mid-1970s, UPS...

**2/K/28       (Item 18 from file: 647)**
DIALOG(R)File 647:(c) 2002 CMP Media, LLC. All rts. reserv.

...       effectively. We offer  next-day delivery using Airborne Express
and for that we charge  United  Parcel  Service Inc.! ground rates. If
choose to have it    shipped  UPS ground instead, then the freight is fr
      SNI: Does Gates have to eat the...

...means when a customer calls in  looking for an answer, they're going
get  routed  straight to the  person that can answer their question. An
it's free. It's...
?

T S2/FULL/ALL

**2/9/1      (Item 1 from file: 2)**
DIALOG(R)File    2:INSPEC

4539518    INSPEC Abstract Number: C9401-1290D-052
**Title: Freight rates for small shipments**
   Author(s): Arcelus, F.J.; Rowcroft, J.E.
   Author Affiliation: New Brunswick Univ., Fredericton, NB, Canada
   Journal: International Journal of Production Economics     vol.30-31
571-7
   Publication Date: July 1993  Country of Publication: Netherlands
   CODEN: IJPEE6  ISSN: 0925-5273
   U.S. Copyright Clearance Center Code: 0925-5273/93/$06.00
   Conference  Title:  Seventh  International  Working Seminar on Produc
Economics
   Conference  Date:  17-21  Feb.  1992   Conference  Location:  Innsbr
Austria
   Language:  English    Document Type: Conference Paper (PA); Journal P
(JP)
   Treatment: Economic aspects (E); Theoretical (T)

   Abstract: Implementation of just-in-time production planning policies
resulted  in the expected lower level of inventories for many firms. Of
it  has  also  resulted  in  higher  per  unit  freight  charges due to
inability  to  qualify  any  longer  for the cheaper rates, which accom
higher  volume  shipments.  This  in  turn  has  led  to  an  update of
procurement  practices  on  the  part of many firms and a new look at s
volume  freight  rates,  such as less-than-truckload (LTL) and small pa
rates  (SPR).  This  paper  seeks  to study the determinants which help
these  small  volume  trucking  rates, with a view to how they may reac
changes  in  customers' inventory policies. The analysis is performed u
the  CANPAR  (Canada Parcel) tariff for September 1990 for packages fro
to  500  lb.  each. This tariff is divided into eleven schedules or 'zo
and  each  route is assigned to a zone based on the postal codes of its
points.  Among  the factors hypothesized to influence the rates are wei
distance,  number  of  shipments  on  the  return  route and the effect
Canada's unique geographical composition.  (6 Refs)
   Subfile: C
   Descriptors: costing; goods distribution
   Identifiers: JIT; less-than-truckload rates; carriers; CANPAR tariff;
small shipments; just-in-time production planning policies; procurement
practices; small volume freight rates; small parcel rates; Canada Parce
11 to 500 lb
   Class Codes: C1290D (Economics and business); C1290F (Industry); C129
Transportation)
   Numerical Indexing: mass 5.0E+00 to 2.3E+02 kg


**2/9/2      (Item 2 from file: 2)**
DIALOG(R)File    2:INSPEC

service, is building distribution centers in Britain, and eventually
Germany, to take advantage of a European audience of 28 million  Intern
users and to more quickly fulfill sales generated by its Web  site, as
as its European television programs.
    Whether or not a company decides to build its own or outsource
global distribution, fulfillment, and customer support systems, the
Internet changes the nature of business. "The instantaneous  interactiv
users experience on the Internet adds an urgency factor  to internation
business," says Kevin Langston, director of  international trade at the
Georgia Department of Industry, Trade, and  Tourism.
    For companies willing tofit the pieces required to build a globa
-commerce infrastructure, a huge market is only a click aw Copyright
CMP Media Inc.
COMPANY NAMES (DIALOG GENERATED):  Cultural ; Dell Computer ; Digital
   Island Inc ; DHL Worldwide Express ; Emory University ; Federal Expre
   Georgia Department of Industry Trade and Tourism ; Goizueta School of
   Business ; Marketer ; Microsoft Network ; Multimedia Production Servi
   ; National Semiconductor Corp ; P & D Creative Inc ; QVC Inc ;
   Recreational Equipment Inc ; ROI ; U S Department of Commerce ; Virtu
   Vineyards Inc


**2/9/19      (Item 9 from file: 647)**
DIALOG(R)File 647:CMP  Computer Fulltext
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01148993    CMP ACCESSION NUMBER: INW19971222S0003
**Moving To A FedEx-tranet**
John Evan Frook
INTERNETWEEK, 1997, n 695, PG1
PUBLICATION DATE: 971222
JOURNAL CODE: INW      LANGUAGE: English
RECORD TYPE: Fulltext
SECTION HEADING: News & Analysis
WORD COUNT: 808
TEXT:
    If you think Federal Express Corp. plays a big role in your  busin
activities today,  just wait until the holiday rush is over.
    The package carrier is beta testing an extranet application that
reaches into  customer intranets and automates package-tracking and
authorization  procedures. Due in January, it runs on customer servers
interfaces with FedEx.com,  a public Web site that offers package -trac
and other customer services. The  workgroup-enabled Internet  software,
called FedEx intraNetShip, is designed to  centralize what  many times
fractured policy-management system at user  sites. It  standardizes
authorization procedures across an enterprise, sets up  custom user
interfaces and enables centralized reporting of  departmental shipping
budgets.
    FedEx intraNetShip represents a critical extension of FedEx's Web
strategy. FedEx is migrating from package tracking and other services
its public  Web site toward a model that relies on server  applications
running at customer  locations.
    Analysts and competitors said FedEx may be pushing customers too

with its  collaborative extranet application.

"There are large corporations that have many users initiating shipments, and one  way to gain control of shipping manifests, label information and budgets is to centralize  on the network,'' said Art Mesher, director of research  for integrated logistics strategies  grou the Gartner Group. "The problem is that these  systems only  allow you use one specific carrier.''

FedEx said 'the application is critical. "This allows us to meet has been the  largest unmet need of our corporate customers,'' said  M Janes, vice president for E-commerce and logistics  marketing at FedEx. "The net result is that we're making the  automation of the shipping process more accessible to the people who  are actually shipping packages.''

United Parcel Service, which ships roughly 12 million packages  d compared  with FedEx's 3 million, has matched most of FedEx's  Web functionality to date, as have smaller carriers. A UPS executive  said company  has no immediate plans to meet the workgroup  application head

"Most of our customers operate from a centralized mailroom, where high-speed transactions are of utmost  importance,'' said John Menna, director of online  marketing. "Putting shipments on the desks of individual users also may get a negative  response.''

FedEx is hedging its bet. Concurrent with the new IP-based softwa FedEx  is preparing to take the wraps off similar software for LANs  ca FedEx Ship for  Workgroups. It delivers common address book  informatio shipping logs and access to  tracking databases.

The intraNetShip server software makes use of LDAP to create a database of  personal and shipping information, which administrators  c modify based on  authorization levels and previous activity. The application also relies on Common  Gateway Interface (CGI) scripts to handle inquiries between the  customer's server and FedEx servers, as as local storage of HTML  shipping forms.

One user said beta versions of the software are changing rapidly. FedEx is  addressing concerns and adding functionality based on user requests, he said.

FedEx is working to create a user interface that can be modified accommodate  end-user input of an organization's specific EDI  formats. successful, the new functionality could optimize the  clearing of transactions between  FedEx and organizations' accounts- payable departments, whose  EDI methods vary.

IT managers said intraNetShip will save some bandwidth, but not o grand scale.  It circumvents the need for individual clients in an enterprise to link to  FedEx's site to create a shipping form.

However, the FedEx application does not allow the shipper to upda an  enterprise's server without a customer's permission,  which would require some automated push technology.

Several customers said they'll spur adoption of the application t limit the number of company shipping requests going into drop boxes,  o scheduling  pick-up from central mailrooms, phone, fax or direct  acces the FedEx public  site.

"This would be of use to us,'' said Nicole Graber, a  vice presi at photo supply wholesaler Unique Photo Inc. "Right now, our  employees have to leave their desk to ship a package or overnight  letter. This application removes  a step.''

Ron Eike, director of operations at Omaha Steaks, said the
application won't impact his company's prodigious mail-order operati
where shipping requests are routed through the corporate mailroom. Ye
Eike sees the application as a way to link retail stores and corporat
operations.

"We have about 300 people on our network, the vast majority with
Internet access, and all will have access to intraNetShip,'' Eike sai
"Ultimately, the user, and not the consolidated mailroom operation, be
knows when and how quickly they need to get a package out. The abilit
track costs will cut down immensely on our paperwork.''

The intranet and LAN software highlight a shift in the way that
FedEx serves corporate customers. For nearly 10 years, its large
customers have relied on PowerShip, a proprietary hardware/software
package that typically manages shipments through a corporate mailroom
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COMPANY NAMES (DIALOG GENERATED): EDI ; Federal Express Corp ; Gartner
  Group ; Omaha Steaks ; Unique Photo Inc ; UPS


**2/9/20      (Item 10 from file: 647)**
DIALOG(R)File 647:CMP  Computer Fulltext
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01139219    CMP ACCESSION NUMBER: CRN19970929S0073
**Lotus apps teamed with UPS - Shipping, tracking in Domino Merchant,
  Net.Commerce**
Charlotte Dunlap & Barbara Darrow
COMPUTER RESELLER NEWS, 1997, n 756, PG71
PUBLICATION DATE: 970929
JOURNAL CODE: CRN      LANGUAGE: English
RECORD TYPE: Fulltext
SECTION HEADING: Internet Reseller
WORD COUNT: 233
TEXT:
     Cambridge, Mass. - Computer vendors are continuing to jockey for
partnerships with commerce companies in an effort to stimulate electro
commerce activities.
     Lotus Development Corp. and IBM Corp. will integrate the shipping
tracking capabilities of United Parcel Service into its next version o
Domino Merchant and Net.Commerce.
     Lotus is building customized versions of the products, slated for
fourth-quarter release, to integrate UPS' tracking capabilities initia
with other UPS services to follow. The companies will roll out pilot
programs of the technology beginning next month.
     UPS began implementing similar non-exclusive, business to busines
commerce partnerships early this year, with the idea of automating its
shipping and delivering tasks via the Internet. Other UPS technology-
integration deals include Padesic, the jointly created E-commerce comp
between Intel Corp. and SAP; and iCat.
     Lotus said the technology will go through the company's usual
reseller channels under its Lotus Business Program.
     "We're talking about an out-of-the-box solution, not a service, t
deal directly with payment and shipment as provided by UPS, so a merch

can quickly set up a catalog business, process the  transactions online
route to UPS so its reps can come deliver  product," said Keith McCall,
director of Lotus Domino applications.
    The companies would not discuss the terms of the agreement, which
also represents joint marketing of the technology. UPS said it has  1.5
million customers.
    Copyright (c) 1997 CMP Media Inc.
COMPANY NAMES (DIALOG GENERATED):  Intel Corp ; IBM Corp ; Lotus Busine
  Program ; Lotus Development Corp ; Lotus Domino ; SAP


**2/9/21      (Item 11 from file: 647)**
DIALOG(R)File 647:CMP  Computer Fulltext
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01111986    CMP ACCESSION NUMBER: IWK19961125S0038
**Technology Spending - The Billion Dollar Club  - Companies  with big IT**
  **budgets have no problem getting vendors to  listen**
Bob Violino
INFORMATIONWEEK, 1996, n 607, PG34
PUBLICATION DATE: 961125
JOURNAL CODE: IWK      LANGUAGE: English
RECORD TYPE: Fulltext
SECTION HEADING: Trends
WORD COUNT: 3165
TEXT:
    A billion dollars. Remember when that was a rare revenue milestone
Now  there's an elite group of American enterprises that spend that  am
of money each year just on information technology.
    The billion-dollar IT club-with the likes of companies such as  AT
Chase Manhattan, and Prudential (see chart  below)-is an exclusive  yet
growing group. The CIOs who manage these  giant budgets are among  the
visible and envied executives in the IS  community and within  their
organizations, overseeing massive, leading-edge  projects on a  scale
that's unthinkable at many other  organizations.
    Billion-dollar CIOs wield enormous influence. They get first crac
at  the newest IT products and technologies. They call vendor CEOs and
have their  inquiries returned within hours, if not minutes.
    CIOs at these companies are genuinely thrilled to be where they
"I sit  between the success and failure of the company," says  Lance Bo
CIO at  telecom carrier MCI, which spends $1 billion a  year on IT and
spend  quite a bit more if its proposed merger with  BT, the British´
telecommunications  company, is approved.
    But the glamour enjoyed by the billion-dollar club comes at a
price: enormous pressure to deliver. These are companies where  it's  c
to impossible to separate the technology from the  business. " There ar
risks to having such a large dependence on IT," says Denis   O'Leary,
executive VP and CIO at Chase Manhattan Corp. in New York,    which will
spend $1.8 billion worldwide on IT this year. "Some of our    throughput
are measured in trillions. We rely on IT."
    In fact, Chase Manhattan now views itself more as a  24-hour-a-da
seven-day-a-week global processing  machine than a bank.
    Other big spenders include such technology powerhouses as AT&T,

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          Revenue ($ billions): 21.05
          Highest-Ranking IS executive: Ken Lacy, VP of IS
          --
          Company: MCI
          IT budget ($ billions): 1.00
          Revenue ($ billions): 15.27
          Highest-Ranking IS executive: Lance Boxer, CIO

          --
          * IW estimate based on AT&T's 1995 budget
          Data: InformationWeek 500 survey
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**2/9/22       (Item 12 from file: 647)**
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01102961   CMP ACCESSION NUMBER: IWK19960909S0053
**Information Is Part Of The Package - Package delivery    companies are u
   innovative technologies to provide more   information to  customers.**
Stephanie Stahl
INFORMATIONWEEK, 1996, n 596, PG206
PUBLICATION DATE: 960909
JOURNAL CODE: IWK      LANGUAGE: English
RECORD TYPE: Fulltext
SECTION HEADING: InformationWeek 500 - Transportation
WORD COUNT: 1655
TEXT:
      Not long ago, Frank Erbrick, CIO at United Parcel Service, walked
into his  boss' office and suggested changing the company's name to
United Information Service. He was only half-joking. More than ever,  U
is  moving beyond the package shipping business and into the  informati
business.  At the heart of this transformation is  information technolo
      "Customers are demanding more, and we are learning how to do it  w
technology," says Erbrick, who heads an impressive technology  organiza
with  4,000 employees nationwide and a budget of more  than $1.5 billio
"We  used to think the whole business was about  picking up packages an
delivering  them fast. We're way past that  now. A package without
information has  no value."
      Indeed, transportation companies have become big spenders in
technology as  they change the way they do business. The industry  spen
estimated  $16.3 billion on IT in 1995, according to G2  Research Inc.
Mountain  View, Calif., to bring information closer  to the customer,
reduce transit time,  find competitive  differentiators, cut expenses,
so much more.
      Package delivery companies such as UPS, airlines such as USAir, a
trucking  companies such as Caliber Systems Inc., formerly Roadway
Services, are using  innovative technologies to provide more  informati
to customers and to bolster  customer service. For these  and other
transportation companies, online services  and the Internet  are fast
becoming strategic weapons.
      UPS soon hopes to provide some form of electronic service  capabi
to all  of its 1.3 million customers.

The Atlanta company already offers a variety of online access mechanisms. Customers can install a Windows application that gives th dialup access to the UPS system. The UPS OnLine system offers package tracking, customs documentation, and daily shipping summaries. In the future, it also will include E-mail and advanced shipment notificatio capabilities.

Customers can also access such information through CompuServe, Prodigy, or the Internet. UPS's World Wide Web site (www.ups.com) receives hundreds of thousands of hits per day from customers looking package tracking information or seeking to schedule a pickup. "We want give customers the opportunity to use the Internet as a device to communicate with us," Erbrick says. "We want them to be able to have their pickup books reside on the Internet."

UPS is investigating ways to use the Internet to provide logistic management and other services. "We are trying to keep our hand on the pulse," Erbrick says. "We are making sure we are moving with the wave but we also want to stay a little ahead."

UPS competitor Federal Express also is taking advantage of the Net's pervasive infrastructure to offer tracking and shipping capabilities via its Web site in addition to its package tracking soft for PCs. Several hundred thousand users track packages through FedEx' World Wide Web site instead of calling a customer service center.

"The Internet is turning out to be a general-usage medium to pro value-added services," says Ron Stewart, a partner with Andersen Consulting's transportation and travel service. The key, he says, is provide a range of services to attract everyone from high - ly sophisticated cus- tomers who want to communicate via electronic data interchange down

to mom-and-pop shops.

UPS is helping companies integrate shipping information into thei core applications by providing direct links between customers' comput systems and UPS' host-based systems. It is establishing relationships with large companies to provide direct interfaces between customers' ordering systems and UPS' mainframe shipping system. Employees at a retail store, for example, will be able to log onto the UPS system to schedule product shipments. "It is a seamless interface to their orde entry system," Erbrick says. "They don't even know they are using UPS computers. Customers just want their business events taken care of."

"There is an opportunity through value-added services to increase intimacy with customers," says Andersen's Stewart. "Customers are ask for ways to link order entry, transportation management, and financial systems" to avoid duplication of effort, he adds.

Empowerment

Cutting out unnecessary steps and putting more power into the han of customer service representatives and users are key to improving customer service at USAir, one of the airline industry's top users of US Air is in the midst of deploying several innovative programs desig to make more data available internally and externally.

For an airline that has more than 17 million members in its freq travelers program, keeping up with customer inquiries and requests is small feat. Indeed, with frequent flier accounting information in one place, flight information in another, and tens of thousands of letter stuffing USAir's mailbox, it can take weeks to resolve a customer iss

But USAir in Arlington, Va., is in the final stages of implementing a image-based system-code-named Astro-that will make collecting and tracking frequent traveler account information and correspondence mor efficient.

"The (frequent travelers) program has been getting so big that we have gotten as much as 20,000 pieces of mail a day," says Dan Bock, VP marketing services at USAir. "We simply couldn't handle it. So we are using technology to improve productivity and enhance customer service. The goal:single-call resolution. The customer, Bock says, should neve have to call more than once.

Utilizing a Wang OpenImage workflow and imaging system, all freq traveler information and correspondence will be scanned, indexed, and made available instantly to customer service representatives across a LAN. "Customers will know where their correspondence is at any point, Bock says. The customer service reps use Pentium workstations running OS/2 with 20-inch, high-resolution monitors for accessing distributed data and viewing images. The imaging system runs on two IBM RS/6000 workstations.

USAir is also incorporating ISDN and computer telephony into its customer service center so that customers' data can be transferred al with their phone calls. "We can have fewer employees but handle a gre number of transactions than ever before," Bock says.

The airline is putting more information in customers' hands. "We are always trying to find better ways to communicate and relate to the consumer," says Thomas Lagow, executive VP of marketing. "Our priority to use (technology) as a vehicle to create a more intense relationshi with the consumer."

That means giving the customer more control. USAir provides onlin software to its frequent travelers to let them check fares, make reservations, purchase tickets, select seats, and make sure their frequent flier ac-counts are updated.

The software, Priority Travelworks, has already been requested by nearly 60,000 customers, and about half of the users are purchasing electronic tickets with it. "All they have to do is show up at the airport with a photo ID," says Rita Cuddihy, VP of marketing and distribution planning. "This is not technology for technology's sake. Technology is the enabler."

USAir is working on a version of the software that will let corporate travel departments manage travel reservations and expenses. software, which is being tested by several large companies, runs on a Windows NT server and provides links to internal accounting systems a external Web sites, such as ground transportation companies, says Dav Grossman, the airline's senior director of electronic distribution.

USAir also is opening up the lines of communication with potentia customers through its Web site at www.usair.com. By year's end, the airline will let passengers book reservations via the Internet. It no makes a select number of discounted fares available on the Net.

More Than Tracking

Like UPS and USAir, transportation giant Caliber System also is using technology to make more information available to customers. The Akron, Ohio, company is building a customer service system that will customers a single point of contact for all services and provide more than just tracking information. The system will make account informat

claim information, rates,   routing data,and  other information availabl
customers.
     "In the past, they would have to make contact with customer servi
representatives for each service," says Gerry Long, CIO and  president
Caliber  Technology, the IT arm of the company. "Now,  through effectiv
information  warehousing and call management, we can  populate a custom
service  representative's screen with information , no matter where it
located."
     The key to making this possible is an open, distributed database
infrastructure. "We want to make sure the information used for running
business is the same information available to customer service
representatives,"  Long says. "Having a distributed model gives us a  g
opportunity to make data  available in a reasonable time frame."
     The company is standardizing its database technology on Oracle
relational  database management systems. It's also building a  nationwi
frame  relay network and will standardize on TCP/IP for its  networking
protocol.
     Helping drive Caliber toward improving information access for
customers is a  new business model that treats companies such as  Vikin
and Robert's  Express as operating units. Previously, Caliber/ Roadway
a holding company,  and each of the individual companies  was run
autonomously.
     This new business model is helping the units share technology mor
than ever.  "Now that we are a family of operating units, we are  looki
to leverage  technology as much as possible across units,"  Long says.
Together, the units  have an IT budget of $130 million.
     The new model also is turning co-workers into business partners.
company spun off its Roadway Express unit into a separate company , and
Caliber  now provides IT services to Roadway Express under an  outsourc
contract. "They  used to be our colleagues," says Long. " Now, they are
customers."
     But regardless of who the customer is-a Roadway company or a
corporate  customer who uses Roadway's services-providing information
quickly and efficiently is what will continue to drive the company.
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     --
     Transportation Trends
     - Providing tracking, shipping, and other data via the Internet o
online services
     - Reducing paper by offering customers electronic ticketing
capabilities
     - Using distributed computing infrastructures to make more
information  available to customers
     - Using imaging systems to track customer correspondence
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 **2/9/23      (Item 13 from file: 647)**
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01075660    CMP ACCESSION NUMBER: IWK19951225S0038
**Shipment tracking - Data Is Part Of The Package - UPS and  rivals offer**

## services to help clients track their shipments

Eric R. Chabrow
INFORMATIONWEEK, 1995, n 559, PG43
PUBLICATION DATE: 951225
JOURNAL CODE: IWK        LANGUAGE: English
RECORD TYPE: Fulltext
SECTION HEADING: Business Strategies
WORD COUNT: 1293
TEXT:

United stationers inc., an office products wholesaler, ships thousands of goods to its 20,000 dealers and their customers  nationwid But the wholesaler's dealers can be a jittery lot.  Hundreds of them ca United Stationers every day to see if clients  received their shipments

That's why United Stationers has put in place an automated shippin tool, UPS OnLine-from United Parcel Service-to help calm dealers'  nerv UPS OnLine allows customers like United Stationers to ask for  pickups track their shipments. It also helps UPS clients customize  record-keep and reports, print bar-coded address labels, review  rate tables, and o supplies.

The new technology-part of a broad customer-automation initiative UPS-provides customers with advanced shipment notification, daily  ship summaries, customer-to-UPS E-mail services, and automatic  customs documentation for overseas deliveries. Eventually, it will  permit UPS, world's largest shipper with 1994 revenue of $19.6  billion, to bill customers automatically. "Carriers today are expected  not only to pick shipments, but also to provide information on  those shipments," says E Brockwell, VP of strategic accounts for UPS  in Atlanta.

UPS hopes to roll out UPS OnLine by the end of 1996 to many of it 1.3 million regular customers. The service mirrors rival Federal  Expre Powership, a customer-automation system unveiled in 1987.  Ongoing effo by UPS, FedEx, DHL Worldwide Express, and Airborne  Express, among othe represent a shift in the highly competitive  package-delivery business merely shipping goods to also providing  information about these shipme

For instance, until United Stationers installed UPS OnLine in Jun customer representatives needed hours to verify the receipt of a  shipm The wholesaler is among the first to use the service. By the  end of 19 Dudley Land, VP of customer automation and information  at UPS, says da about 85% of the parcels the company handles daily  will be captured electronically.

UPS plans to rely on a public frame-relay network to establish  1 with customers. But the system eventually may use the Internet  as its communications medium. In September, UPS customers tracked some  70,000 packages through the UPS World Wide Web site managed by two  Sun SparcStation 20 servers running Solaris version 2.4 and Netscape Communications Server 1.1.

Three Front Ends

Since 1994, UPS has spent $100 million annually on customer- automation projects, primarily UPS OnLine. It expects to spend the  sam amount over the next few years. UPS OnLine lets customers tap  into UPS IBM DB2 version 3.1 databases to pull down shipment  information in 30 seconds or less from several IBM and Hitachi Data  Systems mainframes through an applications-layer advanced peer-to-peer  communications protocol using IBM AS/400 front ends. A custom-built  customer-message

server routes the data to the appropriate database.

Eventually, UPS OnLine will be available for three types of  cust
front ends-smart phones, PCs, and mainframes. The PC front  end uses
Microsoft Windows 3.x and a Gupta SQLBase version 6.01  relational data
management system. UPS plans to supply key large- volume customers with
free turnkey system-a preconfigured 486SX PC,  laser printer, modem, an
package scale. UPS will make a free software -only system available to
lower-volume customers.

While release of the PC system is slated for 1996, the first half
dozen of UPS's 3,000 customers that use mainframes have been testing a
version of UPS OnLine known as Host Access. This mainframe version  was
developed for UPS by Andersen Consulting, the Chicago consulting  firm.

Twin Systems

At United Stationers, for instance, UPS OnLine Host Access links
with the wholesaler's own order-entry system, which operates on an  Amd
5995-10670M mainframe running the MVS operating system. The  integrated
system lets workers using United Stationers' dumb terminals  or PCs acc
United Stationers' invoice numbers, which can be cross- referenced with
tracking numbers. "From our standpoint, both (our  and UPS's) systems h
become one," says Steve Schwarz, an executive  VP at United Stationers."

UPS also developed UPS OnLine for Philips Electronics NV P100 and
Forval FP500 smart phones. Both types of smart phones use Intel x86-
compatible microprocessors. UPS OnLine software is embedded in a PC  Ca
which allows memory to be retained when power to the phone is  turned o

In the meantime, UPS software developers, writing in the Cobol an
programming languages, are revising legacy mainframe applications.  The
include systems that manage a fleet of 130,000 trucks and 523  aircraft
"Now we'll be able to gather data before the packages get to  UPS from
shipper," says Nick Gray, UPS's computer resources  manager. That will
UPS better plan staff, truck, and aircraft  resources.

To run the UPS OnLine systems, UPS will dedicate two mainframes,
each at data centers in Mahwah, N.J., and Alpharetta, Ga., that  will b
each other up in the event of a failure. Also, UPS plans to  more than
double its 3.5 terabytes of network storage capacity, adding  4.5 terab
of storage with Symmetrix 5500-9 integrated cache disk  array storage
systems from EMC Corp.

UPS anticipates that system will produce a deluge of customer dat
traffic. "The amount of customer access in the next five years will be
equivalent of all network activity that exists right now," says  R.J.
Montouro, manager of telecommunications application support at  UPS.

That boost in customer traffic is why UPS plans next year to  aba
most of UPSnet, its private X.25 packet switching network with  some
550,000 miles of dedicated circuitry, for a frame relay network  manage
a still-to-be-determined long-distance carrier. Montouro  contends that
increasing bandwidth on the existing network would be  too costly to
accommodate customers. Besides, he notes, competition  among frame rela
vendors should help keep that technology's prices  low.

If FedEx's history with Powership foretells UPS's experience with
its system, UPS's goal of 85% customer acceptance may be too  optimisti
Eight years after FedEx introduced the system, the $9.4  billion Memphi
shipper handles just 60% of daily shipments  electronically. But Dennis
Jones, FedEx's chief information officer,  expects nearly universal
acceptance by decade's end.

Still, UPS and FedEx are very different shippers. UPS delivers 12 million parcels daily, while FedEx ships just 2.3 million a day. Fewer than 15% of UPS's shipments involve express delivery, while all of Fed do. "They view their customer requirements differently and structure t automated services accordingly," observes Greg Smith, VP of the Cologr Group, a Marietta, Ga., logistics consultancy.

FedEx, for instance, found little acceptance of a smart-phone solution it introduced a few years back. "The last thing people want o their desks is another piece of hardware," says Mike Janes, VP of electronic commerce for FedEx Logistic Services.

But UPS's Brockwell responds that its pool of low-tech, small-business customers means there's a greater chance that a smart- phone solution will succeed.

One problem FedEx discovered with customer automation: Online service providers don't always deliver E-Mail in a timely fashion. Tho FedEx responds immediately to direct E-mail queries about a shipment, customer had to wait 12 hours to get a response through his America On account. "That's one reason we haven't pushed the E -mail option as har says Robert Hamilton, FedEx's manager of electronic commerce marketing

There's little doubt that the entire shipping industry is pushing automation for its customers. The move is fueled because so many enterprises want just-in-time delivery and little or no inventory. " So customers won't accept a package until they're pre-alerted of its arrival," says UPS's Land.

Adds James Cook, an editor at Traffic Management, a logistics tra publication in Newton, Mass.: "It's most important to deliver the righ product at the right time to the right customer. That's why UPS and Fe are pouring big bucks into information technology."

In a business where customer information is becoming almost as critical as delivery itself, investments of hundreds of millions of dollars on customer automation systems are becoming a competitive necessity.


**2/9/24     (Item 14 from file: 647)**
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00645209    CMP ACCESSION NUMBER: CRN19890501S2081
**Viteq Expands Benchmark Uninterruptible Power-Supply Line - Products Enable Interfacing With Computers That Have RS-232 Ports**
COMPUTER RESELLER NEWS, 1989, n 313, 90
PUBLICATION DATE: 890501
JOURNAL CODE: CRN      LANGUAGE: English
RECORD TYPE: Fulltext
SECTION HEADING: TECHNOLOGIES
WORD COUNT: 360
TEXT:
LANDHAM, Md. - Viteq Corp.'s Benchmark line of uninterruptible power-supply products has been expanded to include interface capabilit with the RS-232C interface.
According to Viteq, the new interfacing capability ensures that th Benchmark UPS line of products with "ideal" power protection may be us